



**Adult Day Health Care (ADHC) Providers  
Remediation Best Practices and Ideas**

<b>HCBS Requirement 1: The setting integrated in and supportive of full access to the greater community.</b>	
<b>Action Items</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>• Modify activity calendar to specify events in the activity and events out in the community, including field trips</li> <li>• Develop community event activity calendar and post in conspicuous place</li> <li>• Add community events listing into monthly center newsletter that is given to participants and caregivers/families</li> <li>• Revise Participant and Family Handbook to include information on community integration, how individuals and families can discuss community interests with staff and how staff will facilitate such interest</li> <li>• Develop a dedicated display area to post information about community resources, activities, services, events, etc.</li> <li>• Establish partnerships with organizations in our community</li> <li>• Establish cross collaboration and partnership with local area agency on aging (AAA) or other similar groups</li> <li>• Develop policy on alternatives to group activities</li> <li>• Add information on alternatives to group activities to the Participant and Family Handbook</li> <li>• Begin hosting participant council meetings to collect feedback on activity planning and field trip suggestions</li> <li>• Write and implement a Community Integration Policy which will be added to our participant handbook. This policy will identify how staff will gather information on the participant’s interest regarding activities and community engagement. This information will be used to create the monthly calendar and integrate community interests.</li> <li>• Write and implement an Open Door Policy which clearly communicates our position on welcoming friends, family, and community visitors at our program.</li> <li>• Add a statement to the monthly activities calendar which will highlight the fact that all activities are optional and an alternative list of activities is available for the participants.</li> <li>• Develop a regular practice to inform/educate participants about community events. Review available resources and events with participants at least monthly. Develop a system to facilitate participation in community events (by informing natural supports, community</li> </ul>	<ul style="list-style-type: none"> <li>• Pictures of the Building (Inside and Outside)</li> <li>• Google Maps with Identified Neighborhood Businesses, Residences, etc.</li> <li>• Activity Planning &amp; Implementation Policy &amp; Procedures</li> <li>• Activity/Interest Assessment for Participants</li> <li>• Activity Calendars with ADCC Activities</li> <li>• Activity Calendar with Community Activities</li> <li>• Pictures of the Informational Displays or Community Resources Bulletin Boards</li> <li>• Participant Council Meeting Minutes</li> <li>• Community Partnership List/Chart with Partners, Frequency, Role, etc.</li> <li>• Participant and/or Caregiver Satisfaction Survey</li> <li>• Field Trip Policy &amp; Documentation (Calendar, Sign-Up Sheets, Feedback from Participants, etc.)</li> <li>• Participant and Family Handbook</li> <li>• Transportation Policy</li> </ul>



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<p>partnerships, faith based organizations, cultural opportunities, etc.) Make information available in various formats. Provide information on resources and events.</p> <ul style="list-style-type: none"> <li>• Provide information to individuals and families about how staff can help them search the internet for information using the center computers</li> <li>• Send copy of all event flyers home with clients and caregivers.</li> <li>• Provide information packet regarding health and wellness activities provided throughout the community</li> <li>• Write up list of alternatives to group activities and post in activity areas and on calendar. Leave activity cart out with puzzles, games, coloring sheets, books and magazines.</li> <li>• Subscribe to local newspapers and magazines that are put out and made available to participant to look through</li> </ul>	
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<b>HCBS Requirement 2: The setting ensures an individual's rights of privacy, dignity and respect, and freedom from coercion and restraint.</b>	
<b>Action Items</b>	<b>Deliverables</b>
<p><b>DMAS Recommended Remediation Steps:</b></p> <ul style="list-style-type: none"> <li>• With regard to the HCBS Rights and Expectation Disclosure for ADHC, DMAS highly recommends that all ADHC providers adopt a process to notify individuals, upon acceptance into ADHC services, about their additional HCBS-specific rights. DMAS has developed a template statement on HCBS rights that ADHC providers may use.</li> <li>• The center will: Include this in your standard admission processes for individuals and their representatives; Share the statement with all staff and volunteers at least annually; and Incorporate the statement into your policies and procedures for admission of individuals and for staff and volunteer training</li> </ul> <p><b>Informing individual of rights:</b></p> <ul style="list-style-type: none"> <li>• Include the DMAS-developed disclosure as part of the admission information. Individual/Representative sign statement that they have received a copy of the rights (updated annually).</li> <li>• Staff sign copy of rights and review annually.</li> </ul>	<ul style="list-style-type: none"> <li>• Participant Rights Policy</li> <li>• Participant Rights Disclosures</li> <li>• Medicaid Recipient Rights Disclosures</li> <li>• Policy on Staff Training on HCBS Rights</li> <li>• Volunteer Policies</li> <li>• Volunteer Orientation and Training Policy</li> <li>• Training Logs</li> <li>• Restraint Policies, if one</li> <li>• Participant and Family Handbook</li> <li>• Food Menus</li> </ul>



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<ul style="list-style-type: none"> <li>• Participant rights to be posted in a conspicuous location within the building.</li> </ul> <p><b>Organizational Policies and Staff Training:</b></p> <ul style="list-style-type: none"> <li>• Revise Human Rights policies</li> <li>• Include the DMAS-developed disclosure in standard admission processes for individuals and their representatives.</li> <li>• Share the DMAS-developed disclosure with all staff and volunteers at least annually.</li> <li>• Incorporate the DMAS-developed disclosure into policies and procedures for admission of individuals.</li> <li>• Include the DMAS-developed disclosure as part of staff training at least annually.</li> <li>• Include the DMAS-developed disclosure in staff orientation training.</li> <li>• Develop policy that ensures the DMAS-developed disclosure is part of on-going training.</li> <li>• Develop and implement a restraint policy</li> </ul>	
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<p><b>HCBS Requirement 3: Optimize, but does not regiment, individual initiative, autonomy, and independence in making life choices, including but not limited to, daily activities, physical environment, and with whom to interact.</b></p> <p align="center"><b>AND</b></p> <p><b>HCBS Requirement 4: Facilitate individual choice regarding services and supports, and who provides them.</b></p>	
<b>Action Items</b>	<b>Deliverables</b>
<ul style="list-style-type: none"> <li>• Develop and implement a policy affirming that any modifications to personal autonomy and decision-making are individually determined based on an individual assessed need.</li> <li>• Ensure Plan of Care assesses individual preferences in daily activities, and with whom to interact.</li> <li>• Ensure that those preferences are honored and that the Plan of Care is regularly reassessed.</li> <li>• Create policy on how the ADCC will collect input on planned and unplanned activities, and participant rights.</li> <li>• Establish policy for an individual’s rights to freely, without reproach, decline participation in an</li> </ul>	<ul style="list-style-type: none"> <li>• Initial Intake Assessment</li> <li>• Participant Care Plan Template</li> <li>• Activity/Interest Assessment for Participants</li> <li>• Intake, Admission and Assessment Policies</li> <li>• Care Plan Policy</li> <li>• Policy on Person Centered Care and</li> </ul>



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<p>activity(s). (Policy: Participant Right to Refuse).</p> <ul style="list-style-type: none"> <li>• Policy on autonomy and decision-making in orientation packet for new employees; policy updated as needed, and presented as staff/volunteer training annually.</li> <li>• Training calendar developed annually with check-off log for completion of review.</li> <li>• Review/update of all Center policies annually, including individual Rights, and Rights to participate in Plan of Care.</li> <li>• Create policy narrative that a Plan of Care will be developed and Individual/Representative will be invited to participate in the writing of that plan.</li> <li>• Offer “Person-Centered 20 questions “ on each assessment to further understand and implement participant likes/dislikes, choices, etc.</li> <li>• Request feedback (client/representative) satisfaction via Center newsletter minimum one time per year</li> <li>• Annual family caregiver survey for overall feedback</li> <li>• Revise Participant and Family/Caregiver Handbook to include...</li> <li>• Conduct monthly meetings with staff and participants (who are interested) to discuss activity planning, center food menus, etc.</li> <li>• Revise social history form to collect additional information about participant interests</li> <li>• Revise participant handbook to inform individuals about choices and options and how to make those known to the staff</li> </ul>	<p>HCBS Training</p> <ul style="list-style-type: none"> <li>• Person Centered Care Training and HCBS Power Point</li> <li>• Policy on Annual Review of Policies and Procedures Manual</li> <li>• Policies and Procedures Distribution Log</li> <li>• Policy Update Log</li> <li>• Policy and Procedures on HCBS Requirements and Annual Review</li> <li>• Annual Review and Update Log of HCBS</li> <li>• Participant and Family Handbook</li> <li>• Participant and Caregiver Satisfaction Surveys</li> <li>• Training Logs</li> </ul>
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